



COMMONWEALTH OF MASSACHUSETTS DEPARTMENT OF TELECOMMUNICATIONS AND CABLE

1000 Washington Street, Suite 820
Boston, MA 02118-6500
(617) 305-3580
www.mass.gov/dtc

DEVAL L. PATRICK
GOVERNOR

TIMOTHY P. MURRAY
LIEUTENANT GOVERNOR

GREGORY BIALECKI
SECRETARY OF HOUSING AND
ECONOMIC DEVELOPMENT

BARBARA ANTHONY
UNDERSECRETARY
OFFICE OF CONSUMER AFFAIRS AND
BUSINESS REGULATIONS

GEOFFREY G. WHY
COMMISSIONER

CONSUMER ADVISORY

Important changes to Lifeline Program

Beginning June 1, 2012, the eligibility requirements for the Lifeline program offered in Massachusetts will expand. Lifeline provides low income consumers with discounted telephone service. The eligibility requirements will change to include, in addition to those already qualified because they participate in certain state benefit programs, those that (1) receive benefits from certain federal programs **OR** (2) meet certain income requirements (see chart below). Specifically, participation in one or more of these state or federal programs also qualifies individuals for Lifeline:

- ❖ Emergency Aid to Elderly, Disabled and Children (EAEDC)
- ❖ Fuel Assistance (LIHEAP)
- ❖ Mass Health or Medicaid
- ❖ SNAP
- ❖ Transitional Aid to Families with Dependent Children (TAFDC)
- ❖ SSI (Supplemental Security Income)
- ❖ Federal Public Housing Assistance (Section 8)
- ❖ National School Lunch Program (free meals program only)
- ❖ Temporary Assistance for Needy Families (TANF)

In addition, individuals will qualify for Lifeline if they can demonstrate that their household income meets 135% of the Federal Poverty Guidelines. For 2012, qualifying household incomes are as follows:

<u>Persons in Household</u>	<u>Annual Income is below:</u>
1	\$15,080
2	\$20,426
3	\$25,772
4	\$31,118
5	\$36,464
6	\$41,810
7	\$47,156
8	\$52,502

For households with more than 8 persons, add \$5,346 for each additional person.

More Important News:

- Applicants must choose Lifeline service for either their landline or wireless service, but not both. Moreover, only one individual in a household may receive Lifeline Service. *Federal law limits Lifeline discount to one per household.*
- Applicants must provide several certifications, including that their household receives Lifeline service from only one provider.
- Applicants will be required to complete an application from one of the providers for enrollment in Lifeline, along with documentation of eligibility.
- Applicants must respond annually directly to their Lifeline provider that they continue to meet eligibility requirements or they may lose their Lifeline discount.

For more information about Lifeline and the providers that offer Lifeline, please click on the link <http://www.mass.gov/ocabr/docs/dtc/lifelinebrochure9-10.pdf> or you may contact the DTC Consumer Division at 800-392-6066 or consumer.complaints@state.ma.us

June 1, 2012